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Process Flow Descriptions for Typical Changes

How To Read This Section

The process flow diagrams in the previous section depict the responsibility of each organization (TC, Bell Atlantic Change Control, and Bell Atlantic Support Groups) in the TIS Change Management Process. The following detailed descriptions correspond to those steps outlined in the process flow and provide additional information about each step. When reading the detailed descriptions for a particular type of change, it will be helpful to follow the process flow.

Type 5 (TC Originated) Changes

1. Identifies Change Request (CR) and sends BA Change Control (CC) Manager a fully documented CR form

Who: TC change management organization representative

When: To begin a Type 5 (TC Originated) change

When a TC identifies a change it is seeking to implement which will require a modification to its interface with Bell Atlantic, the TC initiates the Change Management Process by sending Bell Atlantic a description of the change. The vehicle for communicating this description is the Change Control Request form. A completed form should be delivered to the Bell Atlantic Change Control Manager. The form should be delivered via electronic mail or the Bell Atlantic Web GUI "Contact Us" resource. All completed change request forms should include a specification of the discrete inputs and outputs, as well as proposed business processes enabled by the change. The Bell Atlantic Change Control Manager may request additional information from the TC originating the request at this point. A request must be complete prior to its progressing to the next step in the process, where it is assigned a change control log number and assessment begins. In general, each interface-related change request should include a detailed specification of the discrete inputs and outputs which would be sent between Bell Atlantic and TCs if the change were implemented, an assessment of how this differs from the existing interface function, an example of the requested change, and the rationale for the change.

2. Creates CR in Change Control (CC) DB and obtains CR Tracking Number Who: Bell Atlantic Change Control Manager



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When: Upon receipt of a completed Type 5 (TC Originated) Change Control Request form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database. This database serves as a central repository for the Bell Atlantic Change Control group to organize change requests across various Bell Atlantic regions and system applications. It also serves as a control point for the Bell Atlantic Change Control group to forward the detailed change request information to the Bell Atlantic support groups. At this point the Bell Atlantic Change Control Manager may request additional information from the change request originator to ensure it is sufficiently detailed to be considered complete.

Note: This step is not dependent on the change request type.

3. Notified of CR and associated Tracking Number (Account Manager is copied)

Who: TC change management organization representative

When: Following creation of a new entry in the Bell Atlantic TIS Change Management database

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager forwards this tracking number and Change Request to the requesting TC and all TCs' change management representatives via electronic mail, as well as through the notification process at the Industry Change Control Meeting. The tracking number is also posted to the Web GUI. Bell Atlantic support groups are also notified on the new change request and its associated tracking number. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as in inquiries about the status of change requests or in submissions of updated detailed requirements.

The appropriate Bell Atlantic TC Account Managers receive copies of this change request.

4. Assesses CR and informs BA CC Manager of updates (if necessary)
Who: Various Bell Atlantic support groups as affected by the change request

When: Within fifteen business days after receipt of the change request



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How: The Bell Atlantic Change Control Manager regularly holds meetings with representatives from the various support groups to review work items associated with TIS Change Management. One agenda item at these meetings is a review of newly initiated Type 5 (TC Originated) changes. All such change requests are reviewed. Each support group (such as Billing, Service Order Methods, Operations, etc.) reviews change requests related to their area of responsibility. If the support groups need any additional information from the TC it will be requested at this time. For the majority of change requests, assessment occurs in parallel among several Bell Atlantic support groups. The length of time required to perform this analysis can be expected to vary with the complexity of the change request and the extent to which the support groups' business function is directly or indirectly involved. The assessment will take a maximum of fifteen business days.

5. Assesses CR and updates as appropriate (maximum 15 business days)

Who: Bell Atlantic Change Control Manager

When: Following Bell Atlantic support group analysis feedback

How: The Bell Atlantic Change Control Manager responsible for the change request collects analysis feedback from the various support groups affected by the change. The results of this assessment are incorporated into the TIS Change Management database as well as into an updated Change Control Request form.

6. Receives updated CR (Account Manager is copied)

Who: Requesting TC and all TC change management organization representatives and relevant Bell Atlantic support groups

When: Directly following synthesis of support group analysis feedback, but no more than 15 business days after the change request is submitted to the groups for review

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to the TC change management representatives and the Bell Atlantic support groups affected by the change. This updated form is delivered to the TC electronically.

Bell Atlantic provides all TCs with its preliminary assessment feedback. This preliminary assessment feedback indicates one of the following:



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- The change request has been accepted. The implementation date, specifications, testing information, and decommission plans will be provided as available.
- The change request has been rejected as it currently appears. Possible reasons for rejection include:
 - cost/benefit
 - resource commitments
 - industry direction
 - Bell Atlantic direction

Bell Atlantic will entertain alternative proposals which address the obstacle(s) to implementing the change request. These subsequent proposals, submitted by the TC, will be received by Bell Atlantic as in the Type 5 process.

In most cases, the change request remains under consideration. The Bell Atlantic feedback describes the aspects of the submitted change request that Bell Atlantic does not understand. In addition to requiring clarification, a change request may also be deferred due to its priority level in relation to other Type 5 change requests. If the TCs wish to reprioritize these change requests, they may do so at the Industry Change Control Meeting.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

7. Industry Change Control Meeting occurs to establish common understanding of CR, provide preliminary Bell Atlantic assessment feedback and prioritize Type 5 CRs Who: All TC change management representatives and Bell Atlantic change control manager

When: At the next monthly Industry Change Control Meeting that is at least fifteen business days after initial receipt of a Type 5 Change Request.

How: It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the TC submitted change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly Industry Change Control Meeting or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group members working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group.



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In addition to resolving any ambiguities about the change request, this meeting may also review the prioritization or reprioritization of a new change request and/or change request in progress in the context of Type 5 change requests. Priority for Type 5 change requests will be determined by agreement among the TCs. In the event an agreement is not reached, each change request will be handled by Bell Atlantic on a case-by-case basis with consideration of various inputs from TCs. Factors which may alter the prioritization of the change request include:

- Complexity of issues raised by Bell Atlantic support groups' analysis
- High level implementation cost and time estimates
- Relation to other previously existing or pending change requests
- Industry standards or guidelines

7a. Bell Atlantic and TCs seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

Who: All TC change management representatives and Bell Atlantic change control managers

When: At the Industry Change Control Meeting

How: In the course of the *Industry Change Control Meeting* the TCs will evaluate the scheduled implementation date of Type 5 (TC Originated) Changes. Bell Atlantic will work with the TCs to ensure these dates are mutually agreeable. Bell Atlantic and TCs will seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

8. Updates the CR based on Change Review Meeting, as appropriate

Who: Bell Atlantic Change Control Manager

When: Following the Bell Atlantic / TC Change Review Meeting

How: The Bell Atlantic Change Control Manager responsible for the change request collects the results from the Industry Change Control Meeting. These results are incorporated into the TIS Change Management database as well as into an updated Change Control Request form. At this point, any gaps or inconsistencies in the change request are resolved.

9. Receives updated CR (Account Manager is copied)

Who: TC change management organization representative and relevant Bell Atlantic support groups



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When: Directly following update of the change request with Industry Change Control Meeting results

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to all parties involved.

Affected parties include the TCs' change management representative and the Bell Atlantic support groups affected by the change. This updated form is delivered back to the TC as a hard copy and/or electronically.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

10. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the change request has been updated with the results of the Industry Change Control Meeting

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

11. Perform impact analysis and create specifications, as appropriate

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. In the case of a Type 5 (TC Originated) change, which could introduce significant process improvements, new functions or new system applications, the Bell Atlantic Change Control Manager would generally involve all Bell Atlantic support groups. This expansive review assures that changes are not implemented within one business organization without recognizing the impacts to other business organizations.



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In addition to an impact analysis, any specifications associated with the change are also created. These specifications describe the inputs, outputs, and business rules for the change.

12. BA Internal Change Control Meeting occurs to schedule prioritized Type 5 CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control group and Bell Atlantic support groups

When: Pending support group change request impact assessment

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of competing factors which must be considered in determining the priority and release date include:

- Development and release capacities within the various support groups
- Degree of complexity for the support group changes
- Degree of impact to other change requests
- 3 Business and System need for change request
- Regulatory and Merger time commitments

With the determination of a release date is the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for TC proxy testing.

13. Continue from Process for Type 4 Changes, Step 7 - Receive CR specs and implementation date

Note: From this point onward, the Type 5 (TC Originated) Change Management process is identical to step 7 of the Type 4 (Bell Atlantic Originated) Change Management process. See the relevant section of this document.



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Type 4 (Bell Atlantic Originated) Changes

1. Identifies Change Request (CR) and sends BA Change Control (CC) Manager a fully documented CR

Who: Bell Atlantic support group

When: To initiate a Type 4 (Bell Atlantic Originated) change request

How: The internal Bell Atlantic support group initiating a change request follows essentially the same procedure to submit a description of the changes as does an external TC. The same level and range of information as appear on the Change Control Request form used by TCs must be defined by the internal Bell Atlantic group. In some cases a Bell Atlantic support group representative will create an entry in the TIS Change Management database directly. For groups without access to this database the Bell Atlantic Change Control Manager creates the entry.

2. Creates CR in CC DB and obtains CR Tracking Number

Who: Bell Atlantic Change Control Manager

When: Upon receipt of a Type 4 (Bell Atlantic Originated) Wholesale Change Request

form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database. This database serves as a central repository for the Bell Atlantic Change Control group to organize change requests across various Bell Atlantic regions and system applications. It also serves as a control point for the Bell Atlantic Change Control group to forward the detailed change request information to the Bell Atlantic support groups. At this point the Bell Atlantic Change Control Manager may request additional information from the change request originator to ensure it is sufficiently detailed to be considered complete. In general, each interface-related change request should include a detailed specification of the discrete inputs and outputs which would be sent between Bell Atlantic and TCs if the change were implemented, an assessment of how this differs from the existing interface function, an example of the requested change and the rationale for the change.

Note: This step is not dependent on the change request type.



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3. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the creation of a Type 4 (Bell Atlantic Originated) Change Request or after the update of a Type 5 (TC Originated) Change Request with the results of the

Industry Change Control Meeting

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

4. Performs impact analysis and create specifications, as appropriate

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. In the case of a Type 4 (Bell Atlantic Originated) change, which could introduce significant process improvements, new functions or new system applications, the Bell Atlantic Change Control Manager would generally involve all Bell Atlantic support groups.

In addition to an impact analysis, any specifications associated with the change are also created. These specifications describe the inputs, outputs, and business rules for the change.

5. BA Internal Change Control Meeting occurs to prioritize CR and schedule CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control group and Bell Atlantic support groups

When: Pending support group change request impact assessment

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of factors which must be considered in determining the priority and release date include:

Development and release capacities within the various support groups



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- Degree of complexity for the support group changes
- Degree of impact to other change requests
- Business and System need for change request
- 1 Regulatory and Merger time commitments

With the determination of a release date is the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for TC proxy testing.

6. Industry Change Control Meeting occurs to establish common understanding of CR and solicit CLEC feedback.

Who: All TC change management representatives and Bell Atlantic change control manager

When: At the next monthly Industry Change Control Meeting.

How: It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly Industry Change Control Meeting or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group. TC input regarding Type 4 changes will be considered by Bell Atlantic.

6a. Bell Atlantic and TCs seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.

Who: All TC change management representatives and Bell Atlantic change control managers

When: At the Industry Change Control Meeting

How: In the course of the Industry Change Control Meeting the TCs will evaluate the scheduled implementation date of Type 5 (TC Originated) Changes. Bell Atlantic will work with the TCs to ensure these dates are mutually agreeable. Bell Atlantic and TCs will seek consensus of prioritization of Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) Changes.



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7. Receive CR specs and implementation date (Account Manager is copied)

Who: All TCs' change management organization representatives

When: After the CR has been updated from the Industry Change Control Meeting (Type 4) or Bell Atlantic Internal Change Control Meeting (Type 5)

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager communicates this tracking number and Change Request to all TC change management representatives via electronic mail, as well as through the notification process at the Industry Change Control Meeting. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as inquiries about the status of change requests or in submissions of updated detailed requirements.

It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly Industry Change Control Meeting or within the appropriate working subgroup. The Bell Atlantic Change Control Manager may involve representatives from support groups as needed. If appropriate, the Bell Atlantic Change Control Manager may request that the change request be assigned to a working group or groups for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Meeting Group.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any updates to the change request.

Note: This step is not dependent on the change request type.

8. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements



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How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- Business process changes are understood throughout the TC's organization
- Application interface changes are reviewed by systems development teams
- New training needs are identified
- 1 Issues and concerns with the proposed change request are documented

In the case of a Type 5 (TC Originated) change request, this step represents the opportunity for the TC community, including the originating TC, to review Bell Atlantic's desired means of implementing the TC proposed changes. The goals of this step are virtually identical to the case of a Type 4 (Bell Atlantic Originated) change request, except that the originating TC will have more familiarity with the Change Request.

9. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

10. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue



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resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

11. Receives updated CR with Implementation Date Confirmation and Decommission Plans at least 30/45 days prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations, at least 30/45 days prior to the implementation of the change request

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly Industry Change Control Meeting. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

12. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations

When: Based on the change request implementation and testing dates

How: The system or process changes are developed by the Bell Atlantic support groups in accordance with the implementation schedule developed for the Change Request earlier in the change management process. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development.

Prior to the release of their respective changes into the production environments, proxy testing may occur to verify the compatibility of the system applications. This testing is meant to simulate the application-to-application interfaces existing in the production environment. Because Type 5 (TC Originated) and Type 4 (Bell Atlantic Originated) change requests can range from minor enhancements to



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significant process reengineering, the extent to which proxy testing is necessary will depend upon the complexity of the change.

13. BA Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system tests

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. The Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. These tests are conducted by the various Bell Atlantic support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

14. Test Suite with Proxy

Who: The TC agreed upon at the *Industry Change Control Meeting* who is adequately prepared to perform a carrier-to-carrier test. If no TCs are ready to participate in the proxy test, Bell Atlantic will conduct the test.

When: Upon completion of BA Internal Verification of Changes.

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the Industry Change Control Meeting (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

15. Upon successful completion of test suite, Implementation of CR

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. Due to Bell Atlantic's application version decommissioning policies (See the section Version Availability) it is generally the case that the TC will be able to implement application changes that correspond to Bell Atlantic application changes for a period of time following the



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date at which Bell Atlantic releases the enhancement into production. The TC generally cannot release application changes into production prior to Bell Atlantic's release, as the existing application version would not be expected to support these TC enhancements. An exception to this restriction is permissible if the TC's application enhancements have been designed and tested to be backwards compatible with the existing application.

Note: This step is not dependent on the change request type.

16. Close CR and confirm decommission timeline.

Who: All TC change management representatives and Bell Atlantic change control

manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. Depending upon the impact of the error, the problem will also be assigned a severity which will provide guidelines for resolution. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.

A review of the decommission timelines by Bell Atlantic and the TCs will then occur. If there are no problems with the implemented change, the decommission plans will continue. Otherwise, Bell Atlantic and the TCs will determine and agree to viable alternatives.

17. Decommission outdated functionality.

Who: Bell Atlantic Information Systems support organization

When: Following the review of the decommission timeline.

How: As interface changes are implemented into the production systems, there is a corresponding retirement of the previous functionality of the system. For a more in depth description of the Bell Atlantic versioning policies, see the section Version Availability.



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Type 3 (Industry Standard) Changes

1. When the Industry Standard Draft Specs are available, the CR in the Change Control DB is created and CR tracking number is obtained. Either Bell Atlantic or the TC may issue the change request.

Who: Bell Atlantic Change Control Manager

When: Directly upon receipt of a new or revised industry standard

How: The Bell Atlantic Change Control Manager enters the information contained in a new or revised industry standard, described by the applicable industry standard or guideline.

2. Provides CR input and draft specifications to CC Manager.

Who: Various Bell Atlantic support groups as affected by the change request

When: Following creation of a Type 3 (Industry Standard) change request

How: The Bell Atlantic Change Control Manager regularly holds meetings with representatives from the various support groups to review work items associated with TIS Change Management. One goal of these meetings is to review newly initiated Type 3 (Industry Standard) changes. The change request is reviewed at a high level and the detailed requirement source documents are presented to the group for further review. The particular support group then analyzes the change requests to better understand to what extent the change request might impact their business function. The results of this analysis are draft detailed specifications describing the changes the support group plans to implement the Industry Standard specification. The time required in order to perform this analysis can be expected to vary with the complexity of the change request and the extent to which the support group's business function is directly or indirectly involved.

For the majority of change requests this analysis occurs in parallel among several Bell Atlantic support groups. Because Type 3 changes introduce significant system application enhancements, the Bell Atlantic Change Control Manager involves many Bell Atlantic support groups. This expansive review assures that changes are not implemented within one business organization without recognizing the impacts to other business organizations.

3. Updates CR with BA support group input and draft specifications, as appropriate Who: Bell Atlantic Change Control Manager



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When: Following initial review by Bell Atlantic support groups

How: The Bell Atlantic Change Control Manager revises the preliminary entry in the TIS Change Management database with input provided by the involved Bell Atlantic support groups. This input represents the combined set of draft detailed specifications which collectively describe how Bell Atlantic will implement the new standard.

4. Notified of CR and provided with BA draft specifications for change (Account Managers are copied)

Who: All TCs' change management organization representatives

When: Following creation of a new entry in the Bell Atlantic TIS Change Management database

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager forwards this tracking number and Change Request including BA draft specifications to all TC change management representatives via electronic mail, as well as through the notification process at the Industry Change Control Meeting. Bell Atlantic support groups are also notified on the new change request and its associated tracking number. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as in inquiries about the status of change requests or in submissions of updated detailed requirements.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any other updates to the change request.

5. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements

How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific



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review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- Business process changes are understood throughout the TC's organization
- Application interface changes are reviewed by systems development teams
- New training needs are identified
- Issues and concerns with the proposed change request are documented
- 6. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

7. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

8. Receives updated CR with Implementation Date Confirmation and Decommission Plans prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following update of the CR with TC feedback



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How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly Industry Change Control Meeting. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

9. Industry Change Control Meeting occurs to establish common understanding of CR.

Who: Bell Atlantic Change Control Manager and TC change management organizations

When: At the next monthly Industry Change Control Meeting that is at least 15 business days after the Bell Atlantic draft specifications were available

How: As part of the regularly held *Industry Change Control Meetings*, Bell Atlantic draft specifications for Type 3 (Industry Standard) changes can be discussed. The Bell Atlantic Change Control Manager may involve representatives from other Bell Atlantic support groups.

In addition to discussing the Bell Atlantic draft specifications for the Industry Standard change, this meeting also reviews the prioritization of the change request. Factors which may alter the prioritization of the change request include:

- 2 Complexity of issues raised by Bell Atlantic support groups' analysis
- High level implementation cost and time estimates
- Relation to other previously existing or pending change requests
- Regulatory requirements or merger commitments

10. Updates the CR based on the Industry Change Control Meeting, as appropriate Who: Bell Atlantic Change Control Manager

When: Following the Industry Change Control Meeting

How: The Bell Atlantic Change Control Manager collects the results from the Industry Change Control Meeting. These results are incorporated into the TIS Change Management database as well as into an updated Change Control Request form.



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11. Receives updated CR (Account Managers are copied)

Who: TC change management organization representatives and Bell Atlantic support

groups

When: Directly following update of the Change Request with Industry Change Control

Meeting results

How: The Bell Atlantic Change Control Manager responsible for the change request delivers the updated Change Control Request form to all parties involved.

Affected parties include the TC change management representatives and the Bell Atlantic support groups affected by the change. This updated form is delivered to

the TC electronically.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to the change request.

12. Updates change requirements, as appropriate

Who: Bell Atlantic Change Control group

When: After the CR has been updated with results of the Industry Change Control

Meeting.

How: The Bell Atlantic Change Control group evaluates the revised CR and formulates them into comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to design the changes to their processes and systems. This step helps define the final implementation responsibilities of the

Bell Atlantic support groups in implementing the change request.

13. Performs impact analysis

Who: Various Bell Atlantic support groups

When: Directly after definition of change request requirements

How: The goals and requirements of the suggested change request are submitted to all Bell Atlantic support groups so that they may determine the extent of work necessary to implement the change within their specific business function. Support groups will compare the Industry Standard finalized implementation specifications to the BA draft specifications and analyze any gaps between them. Organizations not previously impacted will also review the finalized

implementation specifications to ensure the scope has not changed.



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14. BA Internal Change Control Meeting occurs to prioritize CR and schedule CR release date based on impact analysis and existing scheduled CRs.

Who: Bell Atlantic Change Control Manager and Bell Atlantic support groups

When: Upon completion of impact analysis.

How: Change Control meetings are held to prioritize and schedule new change requests which have been fully analyzed. The Bell Atlantic Change Control Manager facilitates the meeting between the involved support groups. The range of factors which must be considered in determining the priority and release date include:

- Development and release capacities within the various support groups
- Degree of complexity for the support group changes
- Degree of impact to other change requests
- Business and System need for change request
- Regulatory and Merger time commitments

For Type 3 (Industry Standard) changes, the determination of a release date coincides with the determination of the availability of Bell Atlantic's final specifications and, when appropriate, the scheduling of TC proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for both final specification availability and proxy testing availability.

15. BA Change Notification received no later than 60 days after the Industry Standard final specifications (Account Manager is copied). This Notification includes CR specific Interface Testing Plans, Implementation Dates, and Bell Atlantic Specifications.

Who: TC change management organization representatives

When: After Bell Atlantic Internal Change Control meeting(s)

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly Industry Change Control Meeting. This notification includes proxy testing availability and Bell Atlantic specifications availability based upon Industry Standard final specifications availability. At this Industry Change Control Meeting, the test suite to be used in the proxy test and the TC(s) that will conduct the proxy test are determined. If no TCs are prepared to perform this function, Bell Atlantic will assume the role of the proxy TC and provide the results for all TCs to review.

The appropriate Bell Atlantic TC Account Managers receive copies of this notification and any updates to change request information.



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16. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing

Bell Atlantic requirements

How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- Business process changes are understood throughout the TC's organization
- Application interface changes are reviewed by systems development teams
- New training needs are identified
- Issues and concerns with the proposed change request are documented

17. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the Change Request.

How: Each TC has the opportunity to review and comment on the proposed Change Request. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the Change Request process may continue.

18. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the



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proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.

19. Receives BA Change Confirmation with Implementation Date Confirmation, Decommission Plans, and Final Specifications (Account Manager is copied).

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations

How: The Bell Atlantic Change Control Manager will confirm with TCs proxy testing availability, decommissioning plans, and final specifications.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

20. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations

When: Based on the change request implementation and testing dates

How: The system or process changes are developed by the Bell Atlantic support groups in accordance with the implementation schedule developed for the Change Request earlier in the change management process. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development. Bell Atlantic encourages mutual sharing of application interface specifications for the industry standard. See the Type 3 (Industry Standard) timeline section for a more detailed view of when this sharing of specifications is intended to occur.

TC proxy testing is likely to take on greater importance during Type 3 (Industry Standard) change requests because of the global nature of the required changes. In order to identify as many errors as possible and provide the maximum amount of time to resolve these errors, it is Bell Atlantic's intention to make TC proxy testing available as early as possible. This testing is meant to simulate the application-to-application interfaces existing in the production environment.



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21. Bell Atlantic Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system tests

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. In order to most completely test for errors, the Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. Any identified tests are conducted by the various Bell Atlantic support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

22. Test Suite with Proxy

Who: The TC agreed upon at the Industry Change Control Meeting who is adequately prepared to perform a carrier-to-carrier test.

When: Upon completion of Bell Atlantic Internal Verification of Changes

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the Industry Change Control Meeting (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

23. Upon successful completion of test suite, Implementation of CR

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. Due to Bell Atlantic's application version decommissioning process (See the section Version Availability) it is generally the case that the TC will be able to implement application changes that correspond to Bell Atlantic application changes for a period of time following the date at which Bell Atlantic releases the enhancement into production. The TC generally cannot release application changes into production prior to Bell Atlantic's release, as the existing application version would not be expected to



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support these TC enhancements. An exception to this restriction is permissible if the TC's application enhancements have been designed and tested to be backwards compatible with the existing application.

Note: This step is not dependent on the change request type.

24. Close CR and confirm decommission timeline.

Who: All TC change management representatives and Bell Atlantic change control manager

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be closed.

A review of the decommission timelines by Bell Atlantic and the TCs will then occur. If there are no problems with the implemented change, the decommission plans will continue. Otherwise, Bell Atlantic and the TCs will determine and agree to viable alternatives.

25. Decommission outdated version.

Who: Bell Atlantic Information Systems support organization

When: Following the release of system changes into the production environment

How: As interface changes are implemented into the production systems, there is a corresponding retirement of previous releases of the system. For a more in depth description of the Bell Atlantic versioning policies, see the section Version Availability.



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Type 2 (Regulatory) Changes

1. Notifies Change Control (CC) Manager of Regulatory requirement. Either Bell Atlantic or the TC may issue the change request.

Who: Bell Atlantic or TC support group initially informed of regulatory change

When: Following the issuance of a regulatory mandate

How: The Bell Atlantic or TC support group most directly affected by the new regulatory decision will be the first Bell Atlantic organization to synthesize the details of the mandate. This group will submit a summarized description on the Change Control Request form of the regulatory mandate to the TIS Change Management process so that the necessary changes can be incorporated into the Bell Atlantic systems and processes.

2. Creates Change Request (CR) in CC DB and obtains CR Tracking Number Who: Bell Atlantic Change Control Manager

When: Upon receipt of a Type 2 (Regulatory) Change Control Request form

How: The Bell Atlantic Change Control Manager enters the information provided on the Change Control Request form into an internal Bell Atlantic TIS Change Management database.

3. Defines CR requirements

Who: Bell Atlantic Change Control group

When: After the creation of the Type 2 (Regulatory) change request

How: The Bell Atlantic Change Control group evaluates the change request and details comprehensive requirements. This requirement definition is used by each Bell Atlantic support group to analyze and design the changes to their processes and systems. This step helps define the responsibilities of the Bell Atlantic support groups in implementing the change request.

4. Performs impact analysis and creates specifications, as appropriate

Who: Various Bell Atlantic support groups potentially affected by the regulatory requirement

When: Directly after definition of change request requirements



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How: The involved support groups analyze the change requests to better understand the extent to which the change request might impact their business processes and systems. The Bell Atlantic Change Control Manager seeks to minimize the time required to perform this analysis by facilitating the analysis of particularly complex maintenance change requests.

5. BA Internal Change Control Meeting occurs to schedule CR release date based on impact analysis and existing scheduled CRs and regulatory requirements.

Who: Bell Atlantic Change Control Manager and involved Bell Atlantic support groups

When: Pending support group change request impact assessment

How: The earliest available release date for changes related to the regulatory mandate is determined by a consensus reached between the involved support groups. Since the circumstances surrounding regulatory changes can vary widely, the means for reaching this consensus will vary by Change Request. If the change has a straightforward impact on only one support group, the Change Control Manager can simply exchange information with the single involved group. If the change impacts several groups, the issues will be resolved at the Bell Atlantic internal change control meeting. In general, the range of factors which the Change Control Manager will consider in determining a release date include:

- Number of support groups affected
- Degree of complexity for the support group changes
- Degree of interaction for the required changes across support groups
- Near term development and release capacities
- Impact upon regularly scheduled enhancements
- Regulatory and Merger time commitments

Please note that the combination of these factors may dictate the delay of a previously scheduled Change Request.

With the determination of a release date is the scheduling of proxy testing availability. Together, the Bell Atlantic support groups determine a mutually feasible date for proxy testing. However in the case of a Type 2 (Regulatory) change request, the TC should realize that the amount of time available for proxy testing may be minimal.

6. Industry Change Control Meeting occurs to establish common understanding of CR.

Who: Bell Atlantic Change Control Manager and TC change management organizations



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When: At the next monthly Industry Change Control Meeting

How: As part of the regularly held Change Review meetings, Bell Atlantic draft

specifications for Type 2 (Regulatory) changes can be discussed. The Bell Atlantic Change Control Manager may involve representatives from other Bell

Atlantic support groups.

7. Receive CR specs and implementation date (Account Manager is copied)

Who: All TCs' change management organization representatives

When: After the CR has been updated from the Industry Change Control Meeting

How: A tracking number for the new Change Request is created as it is entered in the TIS Change Management Database. The Bell Atlantic Change Control Manager communicates this tracking number and Change Request to all TC change management representatives via electronic mail, as well as through the notification process at the Industry Change Control Meeting. This tracking number is permanently associated with the particular change request. All parties should use this tracking number in subsequent discussions of the change requests, such as inquiries about the status of change requests or in submissions of updated detailed requirements.

It is imperative that the TCs and Bell Atlantic resolve any ambiguities associated with the change request. In order to facilitate these resolutions, a discussion of the change request should occur at the monthly Industry Change Control Meeting or within the appropriate working subgroup for resolution of issues and/or technical or operational analysis. Working groups are composed of representatives from both TCs and Bell Atlantic. Assignment of an issue to working groups shall be made upon majority vote of the Industry Change Control Core Team.

The appropriate Bell Atlantic TC Account Managers receive copies of this and any updates to the change request.

Note: This step is not dependent on the change request type.

8. Assesses CR and provides comments (maximum 15 business days)

Who: Various TCs' support organizations

When: Within fifteen business days of receipt of the change request description describing Bell Atlantic requirements



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How: It is the TCs' responsibility during this step to review Bell Atlantic's intentions for pursuing the change at hand. Any comments on the proposed Change Request should be forwarded to the Bell Atlantic Change Control Manager via electronic mail within fifteen business days of receipt of the CR. Although the specific review processes will vary from TC to TC, Bell Atlantic seeks to ensure that the following outcomes are achieved by each TC:

- Business process changes are understood throughout the TC's organization
- Application interface changes are reviewed by systems development teams
- New training needs are identified
- Issues and concerns with the proposed change request are documented

9. Final TC Feedback Meeting occurs to review final specifications, testing plans, and confirm implementation date.

Who: All TC change management representatives and Bell Atlantic change control manager

When: After the TC has reviewed the CR.

How: Each TC has the opportunity to review and comment on the proposed CR. This feedback should contain comments on the specifications and implementation date. The TCs' plans for testing the change should also be provided to Bell Atlantic. These testing plans will remain confidential between the individual TC and Bell Atlantic. If TC input is not received in a timely manner at this step of the Type 4 and Type 5 process, it may not be utilized and the CR process may continue.

10. Based on final TC feedback, updates CR as appropriate

Who: Bell Atlantic Change Control Manager

When: Pending feedback from TC support organizations, but no more than 15 business days after the Change Request is submitted to the TC for review

How: As TCs provide feedback to Bell Atlantic on the proposed change request, this feedback is reflected in the centralized change request. In the event that the proposed change request raises non-trivial issues, this step may involve issue resolution. The Bell Atlantic Change Control Manager will coordinate this issue resolution process, arranging communication or meetings between Bell Atlantic support groups and TC support groups as needed.



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11. Receives updated CR with Implementation Date Confirmation and Decommission Plans at least 30/45 days prior to implementation (Account Manager is copied)

Who: TC change management organization representatives and Bell Atlantic support groups

When: Directly following receipt and synthesis of feedback from all TC support organizations, at least 30/45 days prior to the implementation of the change request

How: The Bell Atlantic Change Control Manager will notify TCs of the scheduled implementation date of the Change Request at the monthly Industry Change Control Meeting. This notification includes proxy testing availability and decommissioning plans for the release being replaced. Business process Change Requests will have 30 days notification and system application Change Requests will have 45 days notification. The format of this notification provides a short-term view of the upcoming application release schedules.

The appropriate Bell Atlantic TC Account Manager receives copies of this and any other updates to change request information.

12. Development and Testing of CR

Who: Bell Atlantic support groups and TC support organizations as necessary

When: Base on the change request implementation date

How: The required regulatory changes are developed by the Bell Atlantic support groups as soon as development capacity permits. Since the nature of regulatory changes can vary widely, development times can be expected to range from weeks to months. Bell Atlantic expects the TC support organizations to develop any systems and/or processes relevant to the Change Request in parallel with the Bell Atlantic development.

In the case of Type 2 (Regulatory) change, it can be expected that there will not be extensive proxy testing. This type of change request is by definition a change intended to bring the application-to-application interface into legal compliance with newly enacted legislation, regulatory requirements, or court rulings. As such, these changes are bounded by specific timeframes outside of Bell Atlantic's control which may limit the time available for proxy testing prior to implementation. However, Bell Atlantic will continue to make every effort to accommodate testing requests from the TC.



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13. Bell Atlantic Internal Verification of Changes

Who: Bell Atlantic TIS Change Control group

When: Pending change request development and system testing

How: This step of the Change Management process represents Bell Atlantic's internal verification of the changes. The Change Control group creates a suite of test cases and expected results, which are derived from the change requests requirements originally developed. These tests are conducted by the various Bell Atlantic internal support groups responsible for implementing changes. Gaps between the expected results and actual results are resolved by the Bell Atlantic support groups before the change is released into the production environment.

14. Test Suite with Proxy

Who: The TC agreed upon at the Industry Change Control Meeting who is adequately prepared to perform a carrier-to-carrier test.

When: Upon completion of Bell Atlantic Verification of Internal Changes.

How: The TC will conduct a carrier-to-carrier test using the test suite agreed upon in the Industry Change Control Meeting (see Test Suite/Proxy definition). If no TCs are prepared to conduct the carrier-to-carrier test, Bell Atlantic will serve as a pseudo TC. Once all test cases have been completed, the results will be communicated to the TCs for review. This does not preclude any TC from individual carrier-to-carrier testing after implementation of the change.

15. Upon successful completion of test suite, Implementation of CR and Decommission outdated functionality.

Who: TC application maintenance organizations and Bell Atlantic Information Systems support organization

When: Scheduled change request release date

How: The implementation of system changes involving a TC to Bell Atlantic application interface occurs on the scheduled release date. There is a corresponding retirement of the previous functionality of the system. For Type 2 (Regulatory) changes, the decommission of the previous functionality occurs as soon as the regulatory mandated release is implemented, unless otherwise specified by the regulatory requirement.



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16. Close CR.

Who: All TC change management representatives and Bell Atlantic change control

manager

closed.

When: Within 30 days after the implementation of the CR.

How: As the TCs review and test the implemented change, they will communicate any problems encountered to Bell Atlantic. These problems will be handled as a Type 1 change if they are a result of erroneous specifications or business rules. If, however, the discrepancy is due to a difference in interpretation of the specifications or business rules that was not encountered during the TC Proxy Test, the issue will be handled on a case-by-case basis. If no TCs have raised issues with the change 30 days after the implementation date, the CR will be